

# SERVICE DELIVERY CHARTER

The Department of Cultural Affairs and Sport is committed through this Service Delivery Charter to provide quality services to you.

## Our Responsibility To You

- We will acknowledge receipt of correspondence within 5 working days.
- We will respond to correspondence from clients within 14 working days.
- We will endeavour to answer telephone calls within 5 rings.
- We will treat you with courtesy and respect and in a dignified manner at all times.
- We undertake to consult you about your service needs and about your expectations about the level and quality of service.
- We will provide full information upon request in an open and transparent manner.
- We will provide access to prompt and efficient service in accordance with applicable service delivery standards.
- In terms of the Protection of Personal Information Act 2013 (POPIA), we process your personal information as needed to establish and maintain a business relationship with the department. Your personal information may be disclosed to third parties in the normal course of business or as needed to comply with law. A complete privacy notice is available on <https://www.westerncape.gov.za/general-publication/privacy-notice-department-cultural-affairs-and-sport-respects-and-protects-your-privacy>

## Your Responsibility To Us

- Be civil, courteous and respect the dignity of officials who render service to you.
- Be honest in your deliberations with us.
- Be willing to consider making yourself available for empowerment programmes.

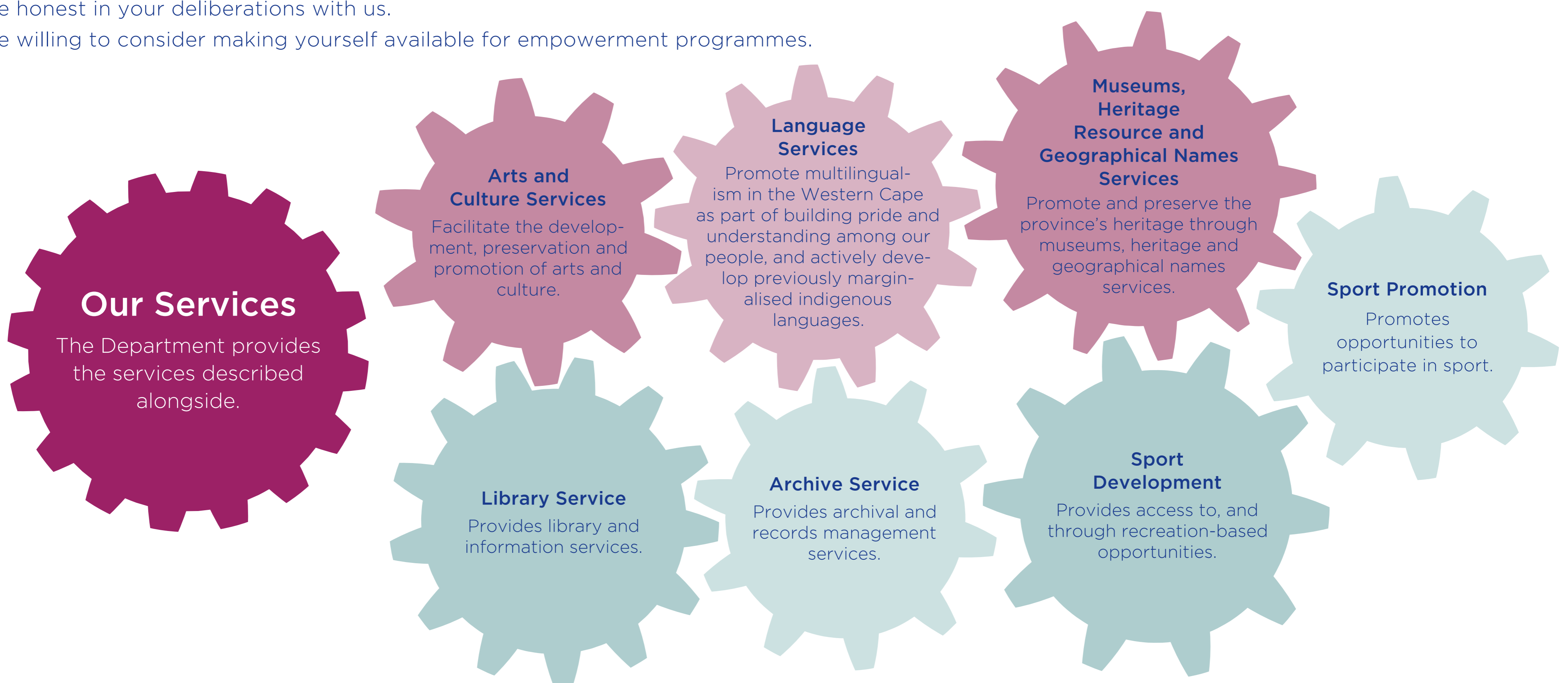
## OUR VISION

The Department's vision is to contribute to a socially inclusive, creative, active and connected Western Cape.

## OUR PURPOSE

The Department's mission is to encourage excellence and inclusivity in sport and culture through the effective, efficient and sustainable use of our resources, and through creative partnerships with others.

As we move towards excellence, we will create the conditions for access, mass participation, talent identification and skills development.



## We Value Being Accessible

- Our buildings are accessible to people with disabilities.
- Our buildings are clearly identified with visible signage.
- Our Service Access Booklet provides contact details of key management staff.
- The Department's Service Standards Schedule is available at: [www.westerncape.gov.za/cas](http://www.westerncape.gov.za/cas).
- We will endeavour to render our services in all three official languages of the Western Cape.

**Office hours:  
Monday to  
Friday  
7:30-16:00**

## Our Redress Mechanism

If you have a complaint, you are welcome to contact us. We will respond to your complaint within 14 days. If we cannot deal with your telephonic query immediately, we will give you the name of the person to whom the query will be referred and give you an indication of when we expect them to reply.

You are invited to send any suggestions, compliments, criticism or recommendations for improvement of our services or standards to:

**The Head: Communication, Tel: 021 483 9877, Fax: 021 483 9521, Postal address: Department of Cultural Affairs and Sport, Private Bag X9067, Cape Town, 8000 / Physical address: Protea Assurance Building, Greenmarket Square, Cape Town, 8001 or Email: [Dcas.Com@westerncape.gov.za](mailto:Dcas.Com@westerncape.gov.za).**

**Western Cape Government Call Centre: 0860 142 142 (Monday - Friday, 07:00 to 19:00)**

### Executive Authority Declaration:

I, Anroux Marais, commit the Department of Cultural Affairs and Sport in terms of legislative mandate PSR, 2016, Part 3, Section 36 (f) and Section 37 of the Public Service Regulation 2016, to adhere to this charter.



**Western Cape  
Government**

**FOR YOU**

*Anroux Marais*

29/10/2021

Anroux Marais

# DIENSLEWERINGSHANDVES

Deur hierdie Diensleweringshandves is die Departement van Kultuursake en Sport daartoe verbind om gehalte dienste aan u te lewer.

## Ons verantwoordelikheid teenoor u

- Ons sal ontvangs van korrespondensie binne 5 werksdae erken.
- Ons sal binne 14 werksdae op korrespondensie van kliënte reageer.
- Ons sal probeer om telefoonoproep binne 5 luie te beantwoord.
- Ons sal beleefd wees, respek teenoor u betoon en verseker dat u waardigheid nooit aangesaak word nie.
- Ons sal u oor u diensbehoefte raadpleeg, sowel as u verwagtinge oor die vlak en gehalte van dienslewering.
- Ons sal op versoek op 'n oop en deursigtige wyse aan u inligting verskaf en u van raad bedien.
- Ons sal toegang tot vinnige en doeltreffende diens verskaf in ooreenstemming met toepaslike diensleweringstandaarde.
- Ingevolge die Wet op die Beskerming van Persoonlike Inligting, 2013 (POPIA) verwerk ons u persoonlike inligting soos nodig om 'n sakeverhouding met die departement te vestig en te onderhou. U persoonlike inligting kan tydens die normale gang van sake aan derde partye bekend gemaak word of as dit nodig is om aan die Wet te voldoen. 'n Voll-edige privaatheidskennisgewing is beskikbaar by <https://www.westerncape.gov.za/general-publication/privacy-notice-department-cultural-affairs-and-sport-respects-and-protects-your-privacy>.

## U verantwoordelikheid teenoor ons

- Wees hoflik en respekteer die waardigheid van ons amptenare wat aan u diens lewer.
- Wees eerlik in die gesprekke wat u met ons voer.
- Oorweeg dit om uself beskikbaar te stel vir bemagtigingsprogramme.

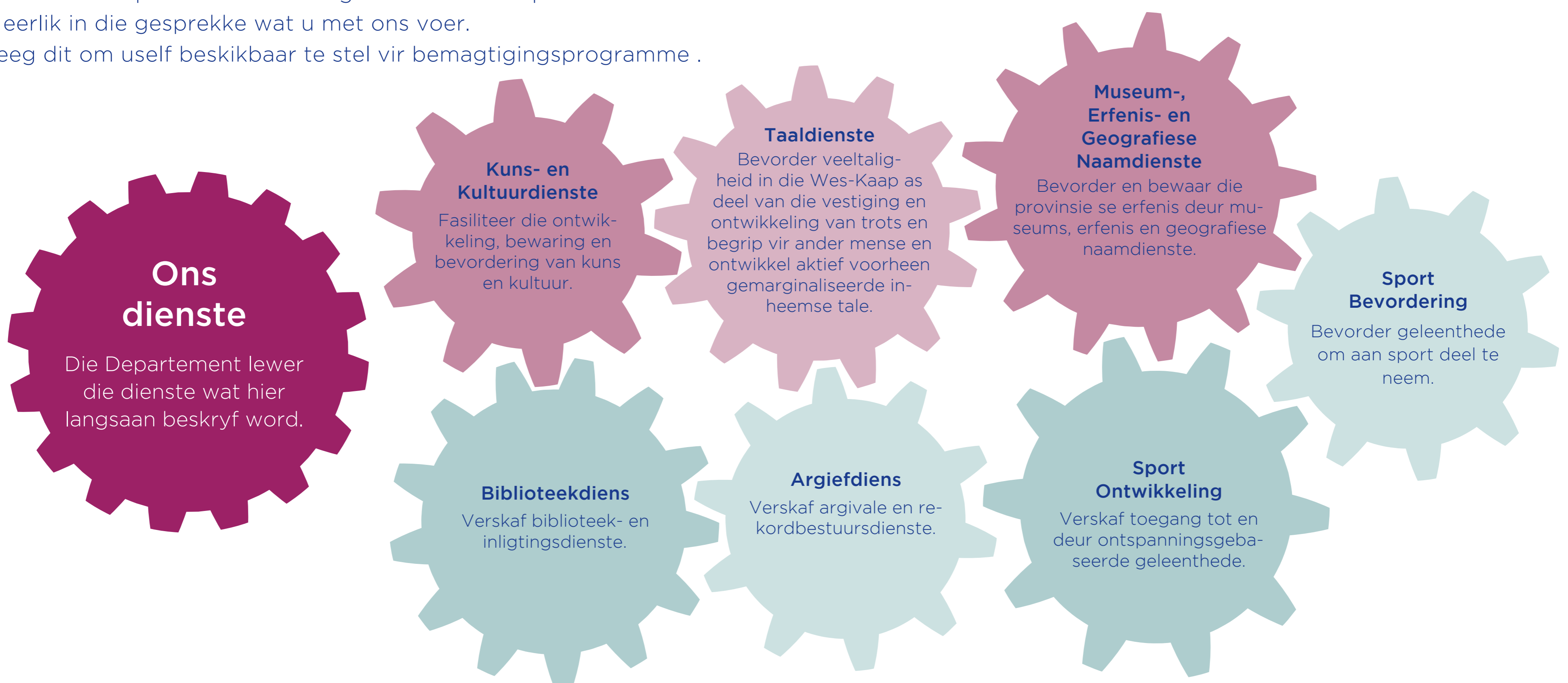
## Ons visie

Die visie van die Departement is om 'n bydrae te lewer tot 'n maatskaplik inklusiewe, skeppende, aktiewe en verbonde Wes-Kaap.

## Ons doel

Die missie van die Departement is om uitnemendheid en inklusiwiteit in sport en kultuur aan te moedig deur effektiewe, doeltreffende en volhoubare gebruik van hulpbronne en deur vindingryke vennootskappe met ander belanghebbendes.

Tydens hierdie proses waarin ons uitnemendheid nastreef, gaan ons die omstandighede skep vir toegang, massadeelname, identifisering van talent en die ontwikkeling van vaardighede.



## Ons heg waarde daaraan om toeganklik te wees

- Ons geboue is toeganklik vir mense met gestremdhede.
- Ons geboue kan duidelik uitgeken word met sigbare naamborde.
- Ons Dienstoegangsboekie verskaf kontakbesonderhede van sleutelbestuurspersoneel.
- Die Departement se Dienstandaarde Bylae is beskikbaar by: [www.westerncape.gov.za/cas](http://www.westerncape.gov.za/cas).
- Ons sal probeer om ons dienste in al drie amptelike tale van die Wes-Kaap te lewer.

**Kantoorure:**  
**Maandag tot**  
**Vrydag**  
**7:30-16:00**

## Ons herstellingsmeganisme

Skakel ons asseblief en lig ons in oor enige klagtes wat u mag hê. Ons onderneem om binne 14 dae op u klagte te reageer. Indien ons nie onmiddellik op u telefoniese navraag kan reageer nie, gee ons vir u die naam van die persoon na wie die navraag verwys sal word en 'n aanduiding van wanneer ons verwag dat hy/sy op u navraag sal antwoord.

U word uitgenooi om voorstelle, komplimente, kritiek of aanbevelings vir die verbetering van ons dienste of standaarde te stuur aan:

Die Hoof: Kommunikasie, tel.: 021 483 9877, faks: 021 483 9521, posadres: Departement van Kultuursake en Sport, Privaatsak X9067, Kaapstad, 8000 / Fisiese adres: Protea Versekeringsgebou, Groentemarkplein, Kaapstad, 8001 of e-pos: [Dcas.Com@westerncape.gov.za](mailto:Dcas.Com@westerncape.gov.za).

Wes-Kaapse Regering Inbelsentrum: 0860 142 142 (Maandag – Vrydag, 07:00 tot 19:00)

## Verklaring van Uitvoerende Gesaghebbende:

Ek, Anroux Marais, verbind die Departement van Kultuursake en Sport daartoe om te hou by hierdie diensleweringshandves ingevolge wetgewende mandaat Staatsdiensregulasies, 2016, Deel 3, Artikel 36 (f) en Artikel 37 van die Staatsdiensregulasies, 2016.



**Wes-Kaapse**  
**Regering**

**VIR JOU**

Anroux Marais

29/10/2021

Anroux Marais

# UMQULU WOKUSIWA KWEENKONZO

Ngale Tshata yoNikezelo lweNkonzo, iSebe leMicimbi yeNkcubeko neMidlalo lizibophelele ekunikezeleni ngeenkonzo ezisemgangathweni.

## Luxanduva lwethu kuwe

- Siya kuvuma ukuba siyifumene imbalelwano kwiintsuku ezintlanu zomsebenzi.
- Siza kuphendula imbalelwano yabathengi kwiintsuku ezili-14 zeshishini.
- Siza kuzama ukuphendula iifowuni ngaphakathi kweeringi ezintlanu.
- Siza kuziphatha kakuhle, sibonakalise intlonipho kuwe kwaye siqinisekise ukuba isidima sakho asikhe sinyhashwe.
- Siza kuthetha-thethana nawe malunga neemfuno zeenkonzo zakho, kunye nezinto ozilindeleyo malunga nenqanaba kunye nomgangatho wokuhanjiswa kweenkonzo.
- Siza kukubonelela ngolwazi nangengcebiso ngendlela evulekileyo necacileyo xa uceliwe.
- Siza kubonelela ngokufikelela kwinkonzo ekhawulezayo nefanelekileyo ngokuhambelana nemigangatho yokuhanjiswa kweenkonzo.
- Ngokwemigaqo yomthetho iProtection of Personal Information Act 2013 (iPOPIA) sisebenza ngeenkukacha zakho njengoko kususidingo ekumiseleni nasekugcineni ubudlelwane bezoshishino neSebe. Iinkukacha ezingawe zingadluliselwa kumanye amahlakani ngokwendlela eqhelekileyo yokuthatha ushishino okanye njengoko kusidingo sokuthobela imithetho. Isaziso esipheleleyo ngeemfihlo siyafumaneka apha: <https://www.westerncape.gov.za/general-publication/privacy-notice-department-cultural-affairs-and-sport-respects-and-protects-your-privacy>

## Uxanduva lwakho kuthi

- Yiba nembeko kwaye usihloniphe isidima samagosa ethu akukhonzayo.
- Thembeka kwiincoko onazo nathi.
- Cinga ukuzenza ufumaneke kwiinkqubo zokuxhobisa.



## Sikuxabisile ukufikeleleka

Izakhiwo zethu ziyafikeleleka kubantu abakhubazekileyo.  
Izakhiwo zethu zinokuchongwa ngokucacileyo ngezingxobo zamagama ezibonakalayo.  
Incwadana yethu yokuFikelela kwiNkonzo inikezela ngeenkukacha zonxibelelwano zabasebenzi abaphambili.  
IShedyuli yeMigangatho yeeNkonzo iyafumaneka kwi: [www.westerncape.gov.za/cas](http://www.westerncape.gov.za/cas).  
Siza kuzama ukubonelela ngeenkonzo zethu ngazo zontathu iilwimi ezisemthethweni zeNtshona Koloni.

**Iiyure zomsebenzi:**  
**NgoMvulo ukuya**  
**ngoLwesihlanu**  
**7:30 - 16:00**

## Indlela yethu yokubuyela kwimeko yesiqhelo

Nceda usitsalele umnxeba kwaye usazise ngazo naziphi na izikhalazo onokuba nazo. Sizimisele ukuphendula kwisikhalazo sakho kwithuba leentsuku ezili-14. Ukuba asikwazi ukuphendula ngoko nangoko kumnxeba wakho, siza kukunika igama lomntu oza kuthunyelwa kuye kwaye sichaze ukuba silindele ukuba aphenyule nini kulombuzo wakho.

Uyamenywa ukuba uthumele iingcebiso, ukuncoma, ukugxeka okanye izindululo zokuphucula iinkonzo zethu okanye imigangatho:

**INTloko: EzoNxibelelwano, umnxeba: 021 483 9877, ifeksi: 021 483 9521, idilesi yeposi: ISebe leMicimbi yeNkcubeko neMidlalo, Private Bag X9067, eKapa, 8000 / Idilesi yendawo: ISakhiwo iProtea Assurance, Greenmarket Square, eKapa, 8001 okanye i-imeyile: [Dcas.Com@westerncape.gov.za](mailto:Dcas.Com@westerncape.gov.za)**  
**IZiko leeFoni likaRhulumente weNtshona Koloni: 0860 142 142 (ngoMvulo-Lwesihlanu, ngo-07: 00 ukuya ku-19:00)**

## Ingxelo yeGunya loLawulo:

Mna, Anroux Marais, ndibophelela iSebe leMicimbi yeNkcubeko neMidlalo ukuba lihambisane nalo mngqophiso wokuhanjiswa kweenkonzo ngokwemiyalelo yowiso-mthetho kwiMigaqo yeNkonzo kaRhulumente, yowama-2016, iSahlulo 3, iCandelo lama-36 (f) neCandelo lama-37 leMigaqo yeNkonzo kaRhulumente, yowama-2016.



**URhulumente**  
**weNtshona Koloni**  
**NGOWAKHO**

Anroux Marais

29/10/2021

Anroux Marais